ACES NOTIFICATION # 53

ATTENTION: Contracting Agencies and Schools
                      (State and CSUs please disregard)

Open Enrollment Agency Errors

Please disregard the following Agency Errors which are preventing users from updating our systems. CalPERS staff will identify and update these errors on our system accordingly.

Agency Error #74:
The cancellation cannot be added on the entered effective date. There are other Health Events on the same date. Verify the effective date or rescind any health events on the same effective date.

Agency Error #58
A Health Event already exists on the effective date being added.

New Enrollment/New Health/Change Plan Screens

Below the Health Event Effective Date field is a button titled "GetMedPlan" on the New Enrollment and New Health Screens and "GetPlan" on the Change Plan screen. Users must click on this button prior to their Health Plan and/or Medical Group selection.

Clicking on the this tab causes the system to search for all eligible Medical Groups and Health Plans based on the Health Event Effective Date provided. It then populates the Health Plan and Medical Group drop-down lists.   If you do not click on this button, the system will only populate those Medical Groups and Health Plans that are effective as of the current date.

Users are not clicking on this button therefore, the new regional health plans are not populating in the drop-down list because they are not effective as of the current date.

Due to the number of Agency Errors created because the "GetPlan" button wasn't clicked on, CalPERS has taken the initiative and has been updating these transactions accordingly. The following Agency Error is being updated:

Agency Error #141
The Health Plan selected is not available to the Subscriber. Select a different Health Plan.

Please make it a habit to automatically click on these buttons to ensure that the proper information is provided for selection thus preventing delays due to unnecessary errors.

If you have questions regarding this notification, please call the Employer Contact Center at (888) CalPERS (225-7377).

If you did not receive this Notification by e-mail, contact your Account Administrator or call us at (888) CalPERS (225-7377) to confirm your e-mail address.